



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

S/A
Sme
5/18/04

In re Application of:

5 M. Koptiw
S. Sazegari

Case: 2000-0453

Serial No.: 09/912,974

Art Unit: 2642

10 Examiner: M. Ubiles

Filed: July 25, 2001

Title: Service Interaction Media in an Intelligent
Network Environment

Certificate of Mailing

I hereby certify that this correspondence is being deposited
with the United States Postal Service as prepaid first class mail in an
envelope addressed to: Commissioner of Patents and Trademarks, P.O.
Box 1450, Alexandria, VA 22313-1450 on May 7, 2004.

May 7, 2004

William Ryan, Attorney Reg. No. 24,434

15 COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

RECEIVED

MAY 14 2004

Technology Center 2600

AMENDMENT

20 SIR:

This is in response to an Office action mailed on November 7, 2003 in the above-
identified application.

Please amend the above-identified application as follows:

25 Amendments to the claims are reflected in the listing of claims that begins on
page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.

05/12/2004 NROCHA1 00000040 500317 09912974

02 FC:1201

86.00 DA